

# Public Works

City of Newton Performance Management Scorecard

September 2012

## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting target  
Red = actual value worse tmore than 10% away from meeting target

## Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date  
Yellow = cumulative Year-to-Date the same as Last Year-to-Date  
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.								
% of projects under budget	Keep 100% of project under budget	100	100	95		100	100	
% of projects on schedule	Keep a mininum of 90% of projects on schedule	83	90	77		78	84	
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.								
% of water/sewer requests resolved within SLA	Keep % at or above the monthly average	70	70	100		69	75	
Total water meter transmitters replaced	Monthly progress targets	N/A	9000	12675		N/A	N/A	N/A
Water meters/City-managed exceptions yet to be installed	Monthly progress targets	N/A	260	247		N/A	N/A	N/A
3. Maintain public streets and sidewalks in a safe and passable condition.								
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	151	100	179		138	179	
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	91	90	95		96	92	
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	507	507	137		522	137	
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	100	95	97		79	95	
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	86	95	89		61	87	
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.								
Trash tonnage (total)	Monthly progress targets	N/A	1938	1666	1666	5511	5186	
Recycling tonnage (curbside only)	Monthly progress targets	N/A	1043	917	917	2710	2660	
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	32%	35%	35%		35%	35%	
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collector	99.83	99.50	99.90		99.87	99.91	
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.87	99.50	99.96		99.91	99.95	

## Notes